



## SPRING HILL POLICIES AND PROCEDURES

1. Clients may visit The Well for food assistance one time per month per household.
2. On the initial visit clients will be asked for a valid form of identification such as a driver's license and proof of address. If applying for USDA, clients will be asked to estimate their total monthly income or provide proof of participation in a government program (i.e. SNAP, PH, etc).
3. Food you receive from The Well is given to you free of any charge or obligation.
4. The Well Outreach does not discriminate against any person on the basis of race, ethnicity, gender, sexual orientation, national origin, disability, religion, or age.
5. The Well exists to be the hands and feet of Jesus by serving those in need, so feel free to ask a volunteer for prayer. No participation in prayer or any other religious activity is required in order to receive assistance.
6. Our shelves are stocked with donated goods. Availability of any item is determined by donations, so items may change.
7. The food you receive comes from donations from a variety of sources. The Well does its best to ensure that the food on our shelves is within the Food Bank shelf-life guidelines. While The Well gives food in the belief that it is good, if it is found not to be, you are responsible for disposing of it properly. It is also your responsibility to thoroughly wash fresh produce before using. The Well assumes no responsibility for the quality of food after it leaves our facility.
8. In bad weather conditions, please consult the news before venturing out. If local school activities are canceled due to weather conditions, The Well will also be closed.
9. If you are picking up food for another household that is not represented, this will require us to call the household for verification.
10. Only one serving of groceries is permitted per total household. If you fail to comply with this policy, there may be up to a six-month hold on your food service.
11. In the event when a guest of The Well Outreach becomes hostile toward any volunteer or staff member, we have the option to deny service of food and to ask the guest to leave the premises.

### Hours of Operation

**Tuesday** 9:30am-2:00pm

**Wednesday** 9:30am-2:00pm, 6:00pm-8:00pm

**Thursday** 9:30am-2:00pm

**Friday** 9:30am-2:00pm

**Saturday** 9:30am-2:00pm